Massachusetts Bay Transportation Authority

Request for Information

RFI Number: 78-22

Fare Verification Inspection Personnel Routing Software RFI

May 4, 2022

Responses Due: May 23, 2022

COMMBUYS BID **#:** BD-22-1206-40000-40000-74925

Request for Information

Issue Date: March 29, 2022

Department	Procurement & Logistics Department
Address	MBTA, 10 Park Plaza, Room #2810
City, State, Zip Code	Boston, MA 02116
Procurement Contact Person	Michael Pillemer
E-Mail Address	mpillemer@mbta.com
RFI Name/Title	Fare Verification Inspection Personnel Routing Software RFI
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MBTA Request for Information

Fare Verification Inspection Personnel Routing Software RFI

1. Introduction

1.1. The Massachusetts Bay Transportation Authority is the fourth largest transportation agency in the United States operating an extensive network of rapid transit, commuter rail, bus, ferry, and paratransit services in the Greater Boston Area.

1.2. Through this Request for Information (RFI), the MBTA seeks to understand the current market for transit routing software focused on deployment of select employees throughout a complex existing schedule of trains and buses, ability to integrate with other scheduling and routing software, ability for those platforms to be customized to meet the MBTA's needs, and possible pricing structures for these services.

2. Current Functionality

2.1. **Off-The-Shelf:** The MBTA would like to understand what functionality is provided by off-the-shelf routing software solutions. Please provide information on how your routing software solution:

2.1.1. Intakes existing schedules of buses and trains, and applies rules or additional layers of information regarding those schedules to produce a schedule deploying personnel throughout the system

2.1.2. Integrates with other scheduling software to maximize efficiency

2.1.3. Saves and provides reporting functionality of routing to date, by configurable time periods to allow for auditing

2.2. **Default Process:** Please provide a video-based demonstration or process diagram for the default process of how your routing software manages scheduling personnel.

2.3. **Platforms:** Please provide a list of devices, browsers, and operating systems on which your system runs optimally.

2.4. **APIs and Integration**: Please provide a list of your product's currently-available APIs, as well as a roadmap for any future APIs. Please describe your product's ability to intake data via APIs from other products, including off-the-shelf capability as well as your firm's approach to custom development.

2.5. **Hardware**: If your firm provides hardware (such as tablets, smartphones) to assist with routing generation, please provide a brief description of this hardware's capabilities, costs, and the support your firm provides versus the OEM (if applicable).

2.6. **Security**: Please provide a security overview of your platform including compliance standards in place currently.

3. Additional Questions

3.1. **Customization:** Please provide case studies for agencies or other users which have customized your software to meet their unique needs. The MBTA is particularly interested in cases where equity concerns and bias reduction were at the forefront of customizations. For example, layering rider demographic data over schedules or service level standards to improve equity of service or staffing coverage.

3.2. **Service Standards:** Please provide information around your product's service standards, including standards for front-end uptime, back-end uptime, API availability, customer service standards (if applicable), and data entry (if applicable).

4. Pricing

4.1. Please provide indicative pricing models for your routing platform.

4.2. Please provide information on incentive and penalty compensation structures that you have employed with existing customers.

4.3. Please provide indicative hourly or deliverable-based pricing for integration or customization with MBTA-specific technologies.

FORMAT OF RESPONSE TO THIS RFI:

Please include answers to the following questions in your response to this RFI, and format your response in the order of the questions below

A. Introduction/Cover Letter: Please introduce your company and an overview of its experience with Fare Verification Routing Software.

B. Technical Questions & Information Sought:

a. Respond to the specific requests and questions in Sections 2, 3, and 4 of the .

Estimated RFI Calendar:

Please note, respondents are required to monitor COMMBUYS for changes to the Procurement calendar.

PROCUREMENT ACTIVITY	DATE	TIME
RFI Release Date	5/4/2022	
Bid Response Deadline (Bid Opening Date & Time in CommBuys)	5/23/2022	3:00 pm

Instructions for Submission of Responses:

All vendor responses shall be submitted electronically via COMMBUYS. Responses shall be sent via the "Create Quote" functionality contained in COMMBUYS. For instructions concerning how to submit a Quote, please visit http://www.mass.gov/anf/docs/osd/forms/instructions-for-vendors-responding-to-bids.docx.

RFI Response Organization & Format:

RFI Response Organization - Please organize your RFI response as follows:

Introduction/Cover Letter – See Section A above. Introduction of your company and an overview of your experience with the technology.
RFI Response – See Section B above. Response to the Technical Questions & Information Sought.

RFI Response Document Format – To facilitate the review of each Respondents RFI, all RFI responses are requested to address each item in the RFI in the order in which it appears. The RFI responses must be submitted in one of the following formats:

- **Microsoft® or Adobe® Formats** – The RFI Response must be submitted in MS Word, MS Excel, or Adobe PDF formats. (MS Word or MS Excel versions must be Microsoft Office 2010 or greater and Adobe formats must be version 10.0 or greater). Please do not use embedded or nested documents within other documents.

RFI Response Submission – Responses are due by Monday, May 23rd, 2022 at 3:00 pm. They should be posted on CommBuys as a response to this RFI.

RFI Response Contact – Organizations responding to this RFI shall designate a single contact within that organization for the receipt of all subsequent information regarding this RFI.

Reimbursement – The MBTA will not reimburse organizations responding to this RFI for any costs in conjunction with their responses to this RFI.

RFI Respondent Follow-Up – The RFI Evaluation Committee, at its discretion, may elect to invite one or more RFI Respondent(s) to meet with the Team to discuss the Respondent's RFI Response in greater detail. The Respondent will be given adequate notice to respond to this request.